

STATE HOMELESS PROGRAMS
Department of Business, Economic Development and Tourism
Housing and Community Development Corporation of Hawaii

Background

The overall goal of State Homeless Programs is to help homeless persons to increase their stability in the health, housing and social areas and to enable them to obtain and retain permanent housing, as well as maintain economic independence and self-sufficiency over the long-term. The Homeless Programs Branch administers state and federally-funded programs which target the homeless and the homeless-at-risk.

HCDCH has developed a statewide Continuum of Care system to address homelessness as illustrated below. All 30 homeless provider agencies contracted by the Homeless Programs provide more than 40 service centers within this network of care.



NEEDS:

Outreach	Emergency Shelter	Transitional Shelter	Permanent Housing
<ul style="list-style-type: none"> • Basic social services • Food • Medical • Referral to shelter/service 	<ul style="list-style-type: none"> • Basic food • Shelter • Assessment • Case mgmt 	<ul style="list-style-type: none"> • Shelter • Assessment • Case mgmt • Life skills/job training, • Transition to permanent housing • 	<ul style="list-style-type: none"> • Financial and rent assistance • Case management follow-up

HOMELESS PROGRAMS:

<ul style="list-style-type: none"> • Outreach Program • <i>Emergency Shelter Grants</i> 	<ul style="list-style-type: none"> • Shelter Stipend Program • <i>Emergency Shelter Grants</i> • Hale Kokua • <i>Supportive Housing Program</i> 	<ul style="list-style-type: none"> • Grant Program • <i>Shelter Plus Care</i> • <i>HOPWA</i> • <i>Supportive Housing Program</i>
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(Italics indicate federal programs.)

Functions of the State Homeless Programs

Shelter Management and Development

Wherever possible, the State Homeless Programs works with the private sector and county housing agencies to respond to local need for shelter facilities. However, the State is sometimes in the best position to access potential shelter sites as was the case with the Barbers Point Base Closure.

The HCDCH owns six buildings which provide shelter services to the homeless. The buildings are contracted out to shelter management operators to round out the continuum of care for the homeless.

Program Development

The State Homeless Programs staff works with private providers to design appropriate programs to respond to homelessness. The collaboration requires participation in local level provider meetings; facilitation of coordinating councils for homeless with special needs; receptiveness to changing existing programs to increase effectiveness; researching national trends and best practices; and pursuing outside funding opportunities to leverage state dollars.

A key to developing programs in collaboration with private providers is a clear understanding of Hawaii's Continuum of Care network and knowledge of the services available within the network. The provider agencies are partners not only with the State and the Counties, but with each other.

Contract Management

Shelter and services are procured from the private sector. Homeless providers help to develop the programs and have input on the contract requirements. At the beginning of each program year, an informational briefing is held for all contracted providers to review reporting requirements, program expectations, and any other changes or developments regarding homeless clients.

Contracts are monitored throughout the year with two focused reviews – an internal review in December and a site review in February and March. The monitoring helps keep providers compliant with procurement requirements. It also identifies potential program weaknesses and triggers timely corrective action. Technical assistance from staff is available to any contracted agency upon request, usually requiring an all day session with the provider staff to clarify program requirements and establishing a process to fulfill the requirements.

Data Gathering and Report Retrieval

Understanding the needs and the changing demographics of the homeless is key to effective program development, contract management and shelter development. The State Homeless Programs maintains a data base which tracks the unduplicated count

of homeless served by the State programs and their demographics. Reports on uses of tax dollars and results achieved are integral to continued funding.

An improved database is being developed which will help providers produce reports required under their various funding streams as well as enable them to better track their clients. With the old software, the State was tied to quarterly reports, whereas the new software will be able to generate data daily and allow for better tracking of service utilization and outcome measures.

Companion Functions

- **Facilitate homeless advocacy**

- Revived Homeless Awareness Week to break down the stereotype of homelessness
- Printed homeless help card
- Orchestrated homeless outreach fairs to bring services and providers to the homeless

Facilitate strategic planning to maximize limited resources

- Regularly participated in each county's continuum of care planning.
- Convened a Statewide Homeless Forum annually wherein the continuum of care groups share their concerns, successes, and strategies and help to develop statewide priorities.

Pay attention to providers who deliver the services

- Quarterly reports from providers ask for challenges encountered and mitigation measures.
- Informational briefing is held at the beginning of each contract year to explain changes in reporting requirements and field procedure questions.
- Homeless providers are paid at the beginning of each quarter in advance of the services they will render. Payment reconciliation occurs at the end of each quarter with a quarterly financial report and a quarterly activity report.

Help the nonprofits secure additional resources wherever possible

- The nonprofits are continually encouraged to seek other funding sources for the important services they provide, however, for some, keeping up with the availability of other funding streams and applying is a hardship due to lack of the appropriate resources. The State Homeless Programs identifies potential funding opportunities and works with the nonprofits to develop the capacity to succeed in applying for funds.
- Five years ago, the State Homeless Programs consolidated a grant application on behalf of the rural counties to leverage their combined population base after the counties experienced repeated failure to win a grant separately. That first year, all of the projects in the combined application were funded and many more have been funded each year since.

HOUSING AND COMMUNITY DEVELOPMENT CORPORATION OF HAWAII

HOMELESS STATISTICS

The numbers reflect unduplicated homeless receiving services under the State Stipend and Outreach Programs.

Unduplicated Homeless	Total	Oahu	Hawaii	Maui	Kauai	Outreach Contacts (Duplicated)
FY 1996-97 Outreach Program	6,888	4,327	1,135	1,003	423	40,503
Stipend Program	5,857	4,051	788	993	25	
FY 1996-97 Totals	12,629	8,357	1,871	1,955	446	
FY 1997-98 Outreach Program	6,483	3,684	947	1,281	571	34,099
Stipend Program	6,615	4,753	763	1,071	28	
FY 1997-98 Totals	12,887	8,342	1,600	2,350	595	
FY 1998-99 Outreach Program	6,905	3,642	1,293	960	1010	44,559
Stipend Program	5,713	3,777	777	1,154	5	
FY 1998-99 Totals	12,618	7,419	2,070	2,114	1015	
FY 1999-00 Outreach Program	6,267	2,905	1,364	1,206	792	39,108
Stipend Program	5,786	3,899	833	1,054	0	
FY 1999-00 Totals	12,053	6,804	2,197	2,260	792	
FY 2000-01 Outreach Program	7,064	3,279	1,412	1,518	855	33,303
Stipend Program	5,859	3,815	954	1,072	18	
FY 2000-01 Totals	12,923	7,135	2,461	2,600	873	
FY 2001-02 Outreach Program	5,565	2,958	666	1386	555	58,967
Stipend Program	5,710	3,963	645	1,080	22	
FY 2001-02 Totals	11,275	6,921	1,311	2,466	577	

*In FY 2002, 4,118 persons received grant assistance through the EAGL and State Grant Program, enabling them to get into permanent housing or retain their housing.